Project Summary

We divide projects into three categories:

- Management – Projects that create the necessary organizational structures and establish the IT direction, policies, and procedures required to successfully implement the plan and effectively manage the organization's IT investments
- Application – Software projects that support specific management, decision support, and operational business needs
- Technology – Projects oriented toward putting in place the hardware, systems software, data base, and network components to support the plan's application architecture

The following pages briefly describe each recommended project. Appendix A contains detailed project descriptions.

Project Summary

Management Projects

M1 – Develop a citizen e-services program
Involve the community in planning which e-government services the City should offer, and establish supporting Web policies and standards. As key applications are implemented, ensure that their e-government functionality is integrated into the City's web site.

M2 – Implement organizational recommendations
Add 2.3 PYEs to the MIT department, creating an Operations team and an Applications team. Focus MIT management on IT leadership, staff development, vendor relationships, and implementing the projects and recommendations in this plan.

M3 – Increase departmental involvement in IT decision-making process
Develop and document policies and processes for increased involvement of departmental staff in the IT decision-making process. This will ensure that MIT priorities and strategic direction have a City-wide view.

Project Summary

Management Projects (continued)

M4 – Implement an IT help desk
Establish a centralized help desk with supporting software that provides solutions to common problems, tracks requests, and manages problem resolutions. This investment facilitates improved service to MIT's customers and more efficient deployment of MIT staff are key benefits.

M5 – Develop an agreement with regional agencies for shared IT services
Explore opportunities for possible coordination of the City's and regional agencies' services such as GIS, internet, and Fire CAD/RMS. This effort helps the City take advantage of existing systems, information, and economies of scale.

M6 – Establish IT replacement policy with appropriate funding
As determined by asset-specific life spans, set aside funding for the replacement of applications and technical infrastructure, leveling spending over time and ensuring that funds are available as replacements are necessary.

M7 – Implement calendaring standards
Implement a policy for the use of GroupWise for scheduling, including mobile computing standards and deployment. This project results in improved scheduling, efficiency, and coordination for field and administrative staff.

Project Summary

Application Projects

A1 – Replace the current financial management system with a comprehensive municipal administration package
Implement a comprehensive suite of applications to support financial management, human resources, payroll, utility customer information, permit management, and, potentially, work management, including Web functionality for appropriate modules. This project automates and integrates core City functions and delivers e-Government functionality including statistical data collection and reporting to the community.

A2 – Implement a document management system
Procure and implement an electronic document/record management system. This will improve document tracking, provide better customer service, and reduce document storage costs.

A3 – Implement a work management system
Implement a package to automate maintenance and management of materials and labor for the City's fixed assets including fleet, facilities, infrastructure, and parks throughout their lifecycle. The system will manage work orders, work scheduling, materials handling, and maintenance. This investment improves resource utilization, reduces materials inventory, and lowers long-term maintenance costs. Ideally, this would be included as part of project A1.

A4 – Implement a recreation management system
Implement a recreation tracking and management system that provides scheduling, registration, fee collection, and reporting. Offers convenient online registration to citizens and improves staff and facility utilization.

A5 – Implement a public transportation system
Implement a fixed route scheduling system linked in-vehicle enunciation devices with automatic vehicle location capabilities. This project improves management and efficiency of daily operations and ensures compliance with ADA and Federal requirements.

Project Summary

Technical Projects

T1 – Upgrade the City wide area network (WAN)
Upgrade the connections to remote sites to support the growing need for network bandwidth. This project enables the deployment of desired applications, provides improved data sharing, and enables project T3 to improve telecommunications.

T2 – Deploy PC's to remaining remote users
Purchase and deploy an estimated 25 PC's as required to support access to City applications. This will enable all employees to use technology needed in their line of work and improve communication with remote sites.

T3 – Upgrade telecommunications and voice mail
Replace the City's various telephone switches with a single, integrated system providing phone and voice-mail service to all City sites. Reduces the number of phone lines needed, simplifies City-wide call transfer and voice-mail, and allows citizens to quickly and easily reach City staff.

T4 – Migrate to Microsoft network operating system
This project to eliminate the Novell servers and consolidate to a Microsoft platform is dependent on (1) the choice of the enterprise computing platform, and (2) MIT's ability to service and support multiple platforms. The effort improves compatibility with new package implementations and lowers long-term IT support costs.

T5 – Migrate to Microsoft desktop
This project to migrate from the current Corel Suite to the most current Microsoft desktop offering is dependent on (1) compatibility issues with new package implementations, and (2) user acceptance of platform change. This change improves integration with core City applications and makes it easier to exchange information with outside agencies and the community.